Memorandum

To:	Panel Members	Date:	December 19, 2002
From:	Ron Tagami, Manager Peter DeMauro, General Counsel	Analyst:	J. Dypiangco
Subject:	One-Step Agreement for **Beverly Oncology & Imaging (SET) (HUA) < 100** (www.beverlyoncology.com)		

CONTRACTOR:

- Training Project Profile: SET-Workers in High Unemployment Areas and SET-Workers Earning at Least the State Average Hourly Wage

- Legislative Priorities: Moving to a High Performance Workplace

- Type of Industry: Services

- Repeat Contractor: No

- Contractor's Full Time Employees:

     Company Wide: 46

     In California: 46

- Fringe Benefits: Yes

- Union Representation: No

- Name and Local Number of Union
  representing workers to be Trained: N/A

CONTRACT:

- Program Costs: $44,660

- Substantial Contribution: $0

- Total ETP Funding: $44,660

- In-Kind Contribution: $48,346

- Reimbursement Method: Fixed-Fee

- County(ies) Served: Los Angeles

- Duration of Agreement: 24 months

ETP 130Agr Single (5/02)

SUBCONTRACTORS:

Hispanic Training Cooperative, Irvine, California ($47,250 for training)

THIRD PARTY SERVICES:

None.

NARRATIVE:

This application was brought to ETP through the services of the Latin Business Association.

This project will utilize Special Employment Training (SET) funds under Unemployment Insurance Code Section 10214.5 supporting training for frontline workers in regions of the state where the unemployment rate is significantly higher than the state average and supporting training for frontline workers earning at least the state average hourly wage.

Beverly Oncology & Imaging (BOIC) is headquartered in El Monte, a city designated by Labor Market Information Division as a high unemployment area. The company was founded in 1985 by Dr. John Thropay as the first freestanding oncology treatment center in East Los Angeles. In February 1997, BOIC performed its first patient treatment utilizing the Peacock Intensity Modulated Radiation Therapy equipment. This Peacock installation was the first freestanding Peacock facility in California. BOIC provides a diverse range of oncology-related services including diagnostic, treatment planning, treatment therapy, imaging and clinical trials.

Even though BOIC has a fully networked computer infrastructure in place, with almost all employees having access to desktop computers utilizing a variety of operating systems (including Windows 2000, Windows XP and Windows Millennium), there has been no basic computer training. Because of the lack of training, the level of Window's-based literacy across the employee base is very low. The company employs an outsourced network manager who reports that the majority of his time is spent in guiding employees through basic Windows functions rather than network maintenance. Not only is it not a cost-effective use of the network manager's time, but the lack of literacy also impedes employee productivity and prevents BOIC from becoming a high-performance workplace.

In order to enhance its competitive position, improve productivity and reduce administrative costs, BOIC plans to install a comprehensive practice management software package (Millbrook Practice Manager) that will encompass appointment scheduling, billing and accounting, and detailed patient records. This is an extremely powerful Windows-based software package, but the user-interface demands a high level of familiarity with the Windows environment. If BOIC is to maximize utilization of this software and subsequently implement successfully the planned future components of full electronic medical records and electronic medical imaging transfer, it is crucial that its employees begin by achieving a high level of Windows literacy.

The ETP-funded training will be an essential primary component for the development of BOIC employees. Windows literacy, and hence employee comfort and confidence in using Windows-based programs, is a crucial precursor to the implementation of the practice management software on which the future high performance and administrative effectiveness of BOIC will depend. To work towards the goal

NARRATIVE: (continued)

of becoming a high performance workplace, BOIC must provide training that will empower employees to work more efficiently, reduce waste, and successfully employ the technology within the new practice management software.

Computer Skills

To achieve the goal of becoming a high performance workplace, BOIC is requesting ETP funding to provide Computer Skills Training which will include training in Microsoft Windows 2000, Word, Excel, and Outlook. After receiving training, trainees will be able to fully utilize the capabilities of these software programs in their daily tasks and will have the skills and expertise needed to implement a Windows-based healthcare enterprise management software system. As trainees develop their skills, gain confidence in the Windows environment, and reach a level of expertise, BOIC will, at the company's own expense, begin to have the trainees simulate actual workplace procedures utilizing the enterprise software, practicing them and becoming familiar with them in advance of the software system's full implementation.

Supplemental Nature of Training

The training in this proposal supplements the unstructured training BOIC currently offers its employees by expanding to include a formalized training program that BOIC could not otherwise deliver. Due to the company's growth, the computer training that has been provided to employees was done informally on an "as needed" basis. The proposed ETP training will assist BOIC employees to be trained in a structured and formalized manner so that they can implement the enterprise system, allowing the company to take a significant step toward becoming a high performance workplace.

In the past, BOIC training has been comprised of safety training as required by state and federal law, new hire orientation, and training focused on quality improvement in compliance with the accredited standards of the Joint Commission on Accreditation for Healthcare Organizations (JCAHO). In addition, the professional staff attends ongoing training programs related to their fields of expertise. The company will continue to fund and support a great deal of training for its workforce and plans to utilize the ETP project as an opportunity to implement a structured environment of continuous training for its employees. BOIC plans to create an environment of continuous training for its employees. During the 24-month period following the completion of the ETP-funded training, the company plans to provide training in the following areas: industry orientation, new-hire training program for new employees, process improvement, safety training as required by State and Federal laws, and professional improvement seminars. The projected training cost for this program will be approximately $68,000 per year.

In-Kind Contribution

BOIC estimates it will contribute $48,346 in wages to employees while they are in training.

PROPOSED ACTION:

Staff recommends that the Panel approve this One-Step Agreement if funds are available and the project meets Panel priorities based on Beverly Oncology & Imaging's stated need to provide employees with skills to enhance its ability to remain competitive, to grow, and to maintain a continuing relationship with its customers. The implementation of this proposed training will enable the company to remain viable in the California economy.

TRAINING PLAN:

Grp/Trainee Type	Types of Training	No. Retain	No. Class/Lab Videocnf. Hrs	No. CBT Hrs	No. SOST Hrs.	Cost per Trainee	Hourly Wage after 90 days
1/Retrainees	Computer Skills	22	77	0	0	$1,540	*$12.22-$37.95
2/Retrainees	Computer Skills	8	77	0	0	$1,540	$21.63-$41.20

	Range of Hourly Wages	
	*$12.22 – $43.23	
	Prevalent Hourly Wage	
	$14.01	
	Average Cost per Trainee	
	$1,540	

Health Benefit used to meet ETP minimum wage:	**Turnover Rate**	**% of Mgrs & Supervisors to be trained:**
*Health Benefits of $0.87 will be applied to the base wage to meet the ETP minimum hourly wage of $11.78 for Los Angeles County.	6%	23%

Beverly Oncology & Imaging
Curriculum

<u>Class/Lab Hours</u>
77 (Job 1)
77 (Job 2)

Computer Skills

Beginning Windows
- Introduction to Personal Computers
- The Windows 2000 Environment
- The Desktop
- Running a Program
- Running Multiple Programs
- Managing Documents and Folders

Beginning Word
- Word Basics
- Editing and Formatting
- Working with Tabs
- The Final Product
- Formatting Text
- Drag and Drop across Multiple Windows

Beginning Excel
- Introduction
- Entering Data
- Printing a Worksheet
- Clearing, Copying and Cutting Cell Entries
- Worksheet Formatting

Beginning Outlook
- Learning Outlook Basics
- Using Office Assistant
- Using Outlook Messaging
- Scheduling with the Calendar
- Managing Contacts
- Working with Tasks and the Journal

Intermediate Word
- Inserting Dates and Symbols
- Using Autoformat
- Creating and Editing Tables
- Inserting Graphics
- Applying Borders and Shading
- Troubleshooting problem documents

<u>Intermediate Excel</u>
- Working with Multiple Windows
- Linking and Managing Worksheets
- Using Date and Time Functions
- Developing Complex Formulas
- Sorting a Database
- Customizing Worksheet Defaults & Toolbars